

# LOCKER FAQ'S

## RENTING A LOCKER

### I'm a new user-how do I log in?

Please complete the form under "Sign Up" on the login page. You will receive an email with a link to confirm your account. Once confirmed, return to <https://njuhsd.lockergm.net> and login with your ID# and password in the upper right corner.

### How much does a locker cost?

Nothing. Lockers are free to rent.

### How do I rent a locker?

Instructions can be found under the "Instructions for Returning User" link located on the left side of the main page on <https://njuhsd.lockergm.net>.

### How do I rent a locker using a Smart Phone?

Using your web browser, go to <https://njuhsd.lockergm.net>. Click the "Sign Up" button on the main page. Follow the regular Sign Up instructions listed under FAQ. "Please note some Smart Phone formats may be difficult to read. If you are experiencing difficulties, it may be easier to wait until you can rent a locker from a computer or laptop.

## ASSISTANCE

### I haven't received the account confirmation link in my email.

**Please check your spam or junk mail folder for your confirmation email.** If you still haven't received the email within 24 hours, please email Jennifer Brown at [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com) and include your Student ID# and name so we can resend you an email.

### My combination doesn't work and I can't open my lock, what should I do?

If your lock won't open, please send us an email [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com) and include the following information:

- Your Student ID number
- Your Name
- Your locker number
- The serial number of the lock - 6-8 digit number located on the back of the lock
- Your phone number

Or visit the Student Service Center located in the Main Building and see your Attendance Person.

### I have questions about my locker. How do I get them answered?

Send an email to [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com) and your question will be answered within 24-48 hours during regular business hours. Or you may visit the Student Service Center during business hours.

## Can I please talk to a person?

The best way to have your questions answered in a timely manner, is to email [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com). If you are not getting the answer you need, you can come into the Student Service Center during regular business hours or call 530-273-4431 x2018 and speak to Jennifer Brown.

## I lost/forgot my locker combination.

Login to your locker profile and access your locker combination on the left hand side under "lockers currently rented to you". Select the "more actions" option. You will find your combination, receipt and renewal function here.

## My locker is currently rented and my stuff is gone.

First, double check you are at the right locker number, wing and floor. If you are at the correct locker, please report to School Security ASAP and notify us by email: [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com) or come to the Student Service Center and fill out an Incident Report. Locker theft has occurred in the past, and **any valuables left in your locker are at your own risk**. The school, or any employees will not be held responsible to any loss of locker contents.

## When I check the combination of my locker on my profile page, I'm receiving an error message.

Occasionally we see lock errors when we rotate all of the locks on campus. Please go to your locker and email us the lock serial number information to [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com). The serial number will be 6-8 digits (ex. 46512302). Once we have this, we will email your combination as soon as possible. Sorry for the inconvenience!

## CHOOSING YOUR LOCKER

### How do I find my classrooms and where should I rent my locker?

**Before you rent a locker, we recommend having your class schedule handy. You can find this in your School account, or on your School mobile app. Room numbers on class schedules are listed with the building letters first, followed by the floor/classroom number. For example, Room # J205 is in the Upper J-Wing, Room 205 (the first number of the room # typically reflects the floor). Once you have viewed your classroom locations on the campus map, choose a locker location that is closest.**

### Where can I find a campus map?

Visit our website at [NUMiners.com](http://NUMiners.com)

### How do I choose a top or bottom locker when renting a locker?

Odd numbers are top lockers, and even numbers are bottom lockers. Except for the C-Wing. Even numbers are on top and odd numbers are on the bottom. The J-Quad lockers and the Student Store lockers are 3 levels deep and the numbers begin with the odd number on top, then middle, then bottom in numeric order.

## No lockers are available in the area I want my locker.

Lockers are rented on a first come, first serve basis and lockers aren't available in all buildings, halls and wings. Please choose your locker in the closest building and wing.

## END OF RENTAL PERIOD QUESTIONS

### How long is my locker rental valid for?

When you sign up for a locker, the end date will be the last week of school. Your expiration date is listed on the left hand of your locker profile side under 'lockers currently rented to you'.

### When do I need to clean out my locker?

The start and end dates of your locker rental are listed on your locker profile page under 'lockers currently rented to you'. Please clear out your belongings **BEFORE** the expiration date. Belongings left in lockers 2 weeks after the expiration date will be discarded. The school will notify you when it is time to clear out your locker. Typically, it is the last week of school.

### How do I return the lock?

When you are finished with your locker, please clean out your belongings and return the lock to the Student Services Center. More information will be available to you at the end of the school year.

### My locker expired and my stuff is gone - where did it go?

If any belongings are left in the locker 2 weeks past the locker expiration date, the items will be discarded or donated. You are responsible to return all Textbooks to the Textbook room located at J205 and clothing is discarded/donated to Goodwill. All other items will be discarded or recycled. To prevent this, please ensure you clean out the contents of your locker once it has expired.

## OTHER COMMON QUESTIONS

### Can I use my own lock?

In case of a campus emergency, School Security needs access to School issued locks and lockers. Any 'foreign' locks will be cut off without warning and locker privileges may be terminated.

### Can I share my locker?

**Yes and No.** This locker is rented under your student ID number which means we cannot give access and combination information to anyone but you.

Lockers are by single rental only. Freshmen and Sophomores will be able to rent a locker by themselves.

Juniors and Seniors will need a locker buddy. We will require one person to initiate the rental agreement, and then notify the Student Service Center by email: [jbrown@njuhsd.com](mailto:jbrown@njuhsd.com), phone 530-273-4431 x 2018, or in person, the name, ID# of your locker buddy. We will add their name to your locker and require them to sign a separate form found in the Student Service Center. Each student is responsible for the use of the locker. If a name is not provided, then the student initiating the rental agreement will be solely responsible for the locker as stated in the Locker Policy Terms and Conditions.

### Can I change the location of my locker?

Yes. Before you request a locker change, please ensure there are lockers available in the new area you are switching to. Bring your current lock to the Student Services Center before renting a new locker.

## How come I can't change my start date in the calendar function when selecting a locker?

Your start date for the locker rental is automatic, so the start date will always be 'today'. If you do not want your locker until a later date, login in on the date you would like your rental to start.

## How Do I Sign Up for a PE Locker?

It is the same process as an outside locker. Lock type will be student provided lock. You will need to provide your own lock and combination. You will type in your combination information.

Please note: We are currently building the PE Locker maps and rental agreements. This feature will be available by the first day of school. So check back next week!